



News Release

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Media Contact:
Owen Quiñonez
UDOH Center for Multicultural Health
(801) 560-5935

Cultural Competence Training Funds Available *UDOH Recruiting Health Care Providers for Online Education Project*

SALT LAKE CITY – The Center for Multicultural Health (CMH) at the Utah Department of Health (UDOH) is offering up to \$450 each to health care providers to take an online continuing education course on cultural awareness. The UDOH training will help providers and clinics learn how to better serve Hispanic/Latino and Pacific Islander Medicaid and Children's Health Insurance Plan (CHIP) clients.

Participating providers and clinic administrators will receive free, Internet-based Continuing Medical Education (CME) on improving cultural competence and linguistic services to care for ethnic and racial minorities. Patients will benefit as well as they receive resources to help them navigate the health care system. CMH will provide financial incentives of up to \$450 per person to those who complete the training.

“To be eligible, the clinic must serve Medicaid clients, and at least one provider and one administrator from the same clinic must join the project together,” said Owen Quiñonez, Coordinator of the UDOH Center for Multicultural Health. Clinic teams must enroll in the project by February 7, 2007.

Quiñonez said a recent survey shows the training is needed. When asked, Utah's ethnic and racial minorities enrolled in CHIP and Medicaid give lower ratings to the programs than white, non-Hispanic clients in the following categories:

- how quickly they receive care
- how well their doctors communicate with them
- the helpfulness of clinic office staff

The Center for Health Care Strategies selected CMH for the funding to expand innovative existing initiatives. CMH and HealthInsight, the Utah Medicare Quality

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Improvement Organization, have been providing training to Medicare providers since February 2006. CMH has been working with the Utah and Summit County Health Departments since August 2006 to improve the cultural and linguistic appropriateness of resources for minority clients.

Minority children enrolled in Medicaid have poorer health, fewer doctors' visits and more emergency room visits than other Utah Medicaid children, according to the *Consumer Assessment of Healthcare Providers and Systems*. Overall, Utah Hispanics/Latinos and Pacific Islanders experience many health problems, such as obesity and diabetes, at higher rates than the general population and are less likely to receive preventive care than other Utahns. (*Source: 2003 Utah Behavioral Risk Factor Surveillance System*).

"CMH has found that both care providers and patients need support to address issues like minority health, access to care and low patient satisfaction," said April Young Bennett, Multicultural Health Specialist, UDOH. "Many providers have little experience working with these growing populations and need training to provide appropriate minority care," Bennett said.

Likewise, many minority patients are new to the American health system and need help understanding when to use primary care, urgent care or the emergency room.

For more information or to enroll a health care clinic in this project, call 1-888-222-2542 or e-mail cmh@utah.gov. To learn more about the Center for Multicultural Health and Utah minority health issues, visit <http://health.utah.gov/cmh/>.

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The mission of the Utah Department of Health is to protect the public's health through preventing avoidable illness, injury, disability and premature death, assuring access to affordable, quality health care, and promoting healthy lifestyles.